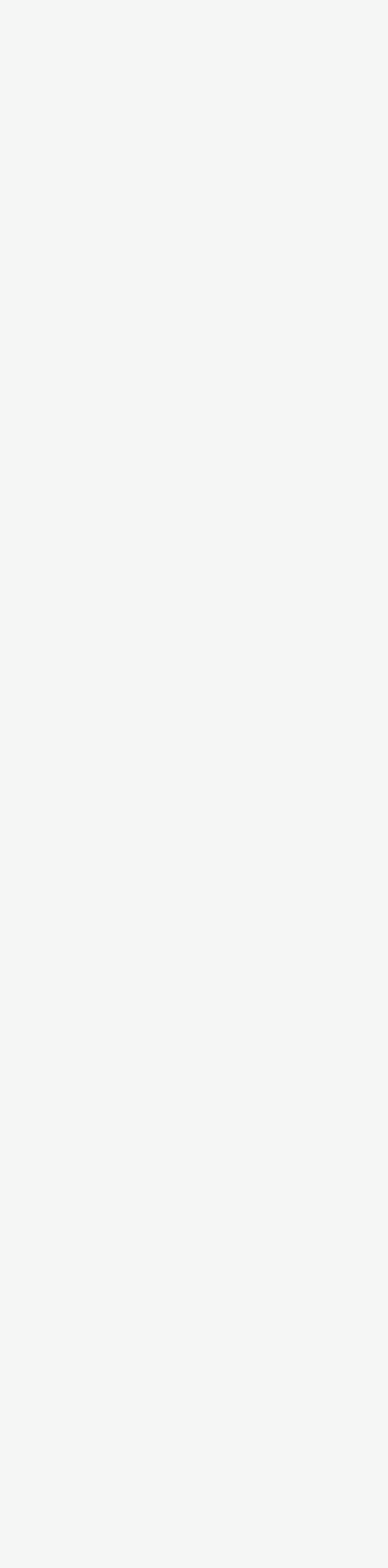


HANISH SHARMA

C:\Users\abdou\Desktop\Resumes for Customer\Customer Project\Resume 1\address.pngC:\Users\abdou\Desktop\Resumes for Customer\Customer Project\Resume 1\phone.pngC:\Users\abdou\Desktop\Resumes for Customer\Customer Project\Resume 1\mail.png

Problem Solving

Adaptability

Communication skills

Strong Work Ethic

Time Management

Critical Thinking

Handling Pressure

Leadership

**3 direct high level Client appreciations**

-Genpact

Employee of the year 2016

-Concentrix

[Hanize.d.sharma@gmail.com](mailto:Hanize.d.sharma@gmail.com)

OTC Finance Team lead with 5+ years of experience in OTC domain. Six sigma-GB trained and tested with B1/B2 US Visa valid till 2030. Responsibility of organizing team and work allocation, Deck presentations, and attending Client governance calls. Handling complex AR billing and escalations. Knowledge in Microsoft tools, SAP and Citrix ERP. Looking to leverage my knowledge and experience into a role as Assistant Manager.

**AWARDS**

**SKILLS**

Central Kolkata,

India

974 812 4298

**EXPERIENCE**

**Management Trainee**

*Genpact, Hyderabad, India September 2019 - Present*

* Schedule and coordinate meetings, appointments, and Supporting supervisors and managers in team handling.
* Monitored and supported team of 4 AR analysts and 1 Management trainee during a period of company expansion to ensure attention to detail and adherence in meeting SLA.
* Developed new filing and organizational practices, saving the time and increasing the accuracy.
* Maintain utmost discretion when dealing with sensitive topics
* Manage complex and critical billing along with client escalations.

**RESUME OBJECTIVE**

MANAGEMENT TRAINEE (TL)



**EDUCATION**

**Credit Queue Analyst**

*Genpact, Kolkata, India / December 2017 – August 2019*

* Credit Review -Payment terms, credit limit review, credit/payment term analysis, order block and release.
* Collections – Soft follow up and reminders via call/email to customers for payment of past dues and resolving issues if any.
* Aging bucket -Maintaining bucket list of certain managed accounts.
* Recorded, and distributed minutes of meetings.



**Bachelor in Commerce**

Calcutta University, Kolkata- 2015

**Practioner**

*Concentrix , Kolkata, India / August 2015 – December 2017*

* To handle account related and pending payment queries of Clients/Partners
* Assist customers with payment issues
* Assist in training after transition of process
* Resolving Payment disputes

